

**From:** Dan Curtin  
**To:** <mlivingston@utah.gov>  
**Date:** 3/27/2008 4:50 PM  
**Subject:** questar

I would like to know why questar was aloud to charge people for a mistake that they made, i truly think this is unacceptable, if doing this is legal it shouldn't be. If it wasn't for the fact the questar was a monopoly doing something like this would put them out of business, because the customer would not stand for it. i think that questar would be held to the same standard that any non-monopolized business would be. I hope that the commison acts fairly on this issue and make the people that made the mistakes responsible for their actions.

thank you for listening,  
A disappointed citizen

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149705

UTAH PUBLIC  
SERVICE COMMISSION

2008 MAR 27 P 5:18

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**From:** "Jerry"  
**To:** <jlogan@utah.gov>  
**Date:** 3/27/2008 8:02 PM  
**Subject:** Questar charges customers for underreported gas usage

**CC:** <jvalentine@utahsenate.org>, <mlivingston@utah.gov>, <sfletcher@utah.gov>  
Questar charges customers for underreported gas usage.

I Have a problem with the overcharges (Back Charges) Questar is making .

Are they part of the public service and under the commission control?

If so why then when the phone (A public service) company over charged me on my phone lines 6 in all, for the past 7 years. a total of over \$6,000 and when found out about it, I complained and they gave me a credit for the last 90 DAYS-THREE MONTHS and told me that was the rules.!!! The could not go back the 1 year let alone 7 years.

How can this gas company (A public service) go back 2 to 3 years. and not just 90 days. Do we have 2 sets of rules.

If I did that with my customers what Questar is trying to do. I would loose my customers... Can they loose us? Can we go to another gas provider????

Are you going to protect us from these overpaid management decision makers who made the mistake.???

Best thing to do is let the Questar management pay for it out of their pockets. That what I WOULD HAVE TO DO....

I won't to see more damages paid out over this then the amount they are asking to be repaid!

I have been asked to do the research needed to bring this to court if the commission can not stop it.

I BET others in Utah after the news cast today 3-2-08 will file Court case on this one.

Jerry Shaw

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2008 MAR 28 A 8:54

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149790

**From:** Bill Lloyd  
**To:** <rlwilson@utah.gov>, <jlogan@utah.gov>  
**Date:** Thursday, March 27, 2008 2:23:06 PM  
**Subject:** Gas company incorrect billing.

UTAH PUBLIC  
SERVICE COMMISSION

March 27, 2008

2008 MAR 28 A 11:45

1498981

Dear Becky Wilson and Jim Logan,

Reading the news today about the billing problems with the gas company makes me wonder where the problem really lies. It was their error not the customers. If I went to the store and they had an advertised item marked at a lower price they the price physically on the item you get the lesser price. Their billing error would be their problem and not the customers.

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A long time ago I bought a boat. Paid cash for it. Registered it. Ten months later I got a bill for several hundred dollars. The dealer said they had made a mistake. I had a paid for boat. I got a second notice. I went in to see what the problem was. They had sold it to me at a price they hadn't intended to. I had a friend that was a lawyer at the time. I had paid for the boat with good faith that it was paid in full at the time I had purchased it. Same as the people with the natural gas usage. They bought it at the expected price and considered it paid in full. And so did the gas company at the time the gas was used or purchased. The lawyer said I did not owe the money. And the store finally conceded they had made the mistake and I was never again asked to pay for their mistake. I do NOT see any difference with the boat purchase or the gas purchase of the people being billed for the gas companies mistake.

Reasonable thinking tells me they should own up to their mistake and correct it so it doesn't happen in the future and consider the cost of the mistake is their problem not the customers that in good faith paid their bills in full each month for the period in question.

I certainly hope the problem can be resolved in such a manner that the company will be responsible for it's own error and not hold the public accountable.

Sincerely,  
William D Lloyd

**From:** "Tony Halsey"  
**To:** <rlwilson@utah.gov>  
**Date:** Friday, March 28, 2008 7:26:38 AM  
**Subject:** Questar

UTAH PUBLIC  
SERVICE COMMISSION

2008 MAR 28 A 11:45

14989

Dear Ms. Wilson:

I am not affected by this Questar Gas billing issue that is reported in the news, so this is just my opinion. What appalls me is that Questar did not recognize their mistake for two years! If they are that slow at finding errors, perhaps their entire organization should be audited. Furthermore, if they made this big of an error in under billing, how do you know if they did not make the same mistake over billing other customers?

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As consumers, we do not have a choice in purchasing gas which is the predominate heating fuel in Utah. I hope your office will take Questar to task over this debacle to ensure this does not happen again. It would be difficult for anyone to convince me that \$600,000.00 is a lot smaller issue for a company like Questar Gas then an unexpected \$1,000.00 gas bill is to the average consumer.

Respectfully,

Anton L. Halsey